

Emergency
Medical Services
Authority

EMPLOYMENT OPPORTUNITY

1. RPA # RPA 019-EMSA
ANALYST'S INITIALS
DATE

YOU MUST BE A PERMANENT OR PROBATIONARY STATE EMPLOYEE, A FORMER PERMANENT OR PROBATIONARY EMPLOYEE OR ON AN EMPLOYMENT LIST FOR THIS CLASSIFICATION IN ORDER TO APPLY FOR THIS POSITION.

2. CLASS TITLE Program Technician III	3. POSITION NUMBER 312-900-9929-00x	4. TENURE PERMANENT	5. TIME BASE Full Time	6. CBID R04
7. OFFICE OF Emergency Medical Services Authority	9. LOCATION (CITY or COUNTY) SACRAMENTO			13. MONTHLY SALARY \$2757.00 TO \$3353.00
8. SEND APPLICATION TO: Karen DeGuire EMS Authority 1930 9th Street Sacramento, CA 95814	10. WORKING HOURS MON - FRI, DAYS - 8 am - 5 pm - Flexible			
	11. PUBLIC PHONE NUMBER (916) 322-4336			
	12. CALNET NUMBER (8)			14. FILE BY 09/25/06

All applicants must include information about the basis of eligibility for appointment, including whether eligibility is based on list or transfer eligibility. Applications will be evaluated based on eligibility and desirable qualifications and interviews may be scheduled.

ESSENTIAL FUNCTIONS

The Program Technician III serves in a lead capacity in the Paramedic Program Unit and is responsible for consultation in sensitive and complex program areas and providing technical support to the Paramedic Program Unit in accordance applicable laws, regulations and departmental policies and procedures and using a PC with Outlook, Microsoft Word, Excel, License 2000, and other appropriate software. In order to ensure accurate and timely assistance for the paramedic licensure applicants, the incumbent: Provides technical assistance to applicants for paramedic licensure and local EMS agencies and EMS Providers by using a telephone, composing routine letters, and in-person. Provides direction to other licensure staff in the PPU concerning more technical aspects of paramedic licensure using knowledge of the regulations, policies guidelines and procedures. In order to ensure all eligibility requirements are met (i.e., training, exam, fingerprinting, fee requirements) per PPU Policies and Procedures and appropriate provisions of the California Code of Regulations, the incumbent: Reviews and audits renewal licensure applications using PPU Policies and Procedures. Updates paramedic licensure and personal information on a centralized licensure database per PPU Policies and Procedures. Notifies applicants of any missing documents by retrieving the appropriate letter from L2K and sending it. Pends, tracks, cross-references and maintains the various applicant licensure documents until the individual's application package is complete using appropriate software. Licenses applicants who meet the eligibility requirements using the L2K system. Notifies the Enforcement Unit when an applicant indicates in their application that there has been a criminal conviction or disciplinary action taken against them by making copies of application and documentation. In order to serves as the EMS Authority's liaison to the California Paramedic Program Directors, the incumbent: Assists the HPM II by attending meetings and serving on task forces for the development and revision of regulations and guidelines. In order to ensure that office procedures and processes are maintained, the incumbent: Assists in the development and maintenance of office procedures and processes. Prepares and maintains the PPU's Records Retention Schedule, and assists with the storage and maintenance of hard copy files.

MARGINAL FUNCTIONS: Fills in for the PT II and MST in their absence, and trains and assists PT II, MST, and student assistants.

KNOWLEDGE AND ABILITIES: Knowledge of: Modern office methods, equipment, and procedures and appropriate laws, rules, regulations, and policies of the State of California governing the program area(s) for which the examination is being administered. Ability to: Perform clerical and technical work; follow directions; evaluate situations accurately, and take effective action; learn and apply laws, rules, regulations, procedures, and policies; make arithmetic speed and accuracy; read and write English at a level required for successful job performance; meet and deal tactfully with the public, co-workers and/or clients, either face-to-face or by telephone and work independently with minimal direction.

DESIRABLE QUALIFICATIONS

- Positive attitude.
- Dependability and excellent attendance record.
- Excellent customer services skills.
- Excellent organizational skills.

INTERPERSONAL SKILLS

- Ability to communicate confidently and courteously with people of different backgrounds, different ethnic origins, and different personality types; with the general public, private sector professionals and people of various level of responsibility within state, local and the federal government.
- Ability to exercise a high degree of initiative, independence, and originality.

NOTE: The incumbent will be "on call" outside of normal working hours to assist in the State's medical response to a disaster.

WORK ENVIRONMENT, MENTAL AND PHYSICAL ABILITIES

- Office environment, business dress for a professional office
- Ability to effectively handle stress, multiple tasks and tight deadlines calmly and efficiently
- Ability to consistently exercise good judgment and effective communication skills
- Ability to travel once per month and work overtime as needed.